

In the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Claims 1 – 31 cancelled.

32. (previously presented) A global service management system for managing a plurality of service control points (SCPs) in a telecommunications network, the global service management system comprising:

a message receiving means for receiving a message for controlling two or more SCPs of the plurality of SCPs;

a first translating means for translating at least a portion of the message to a first vendor-specific format of a first SCP of the two or more SCPs; and

a second translating means for translating at least a portion of the message to a second vendor-specific format of a second SCP of the two or more SCPs.

33. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

audio response means for receiving messages from a telecommunication services subscriber at a telephone.

34. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from an automated provisioning system.

35. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from an internal provisioning computer, the messages being prepared in response to customer questioning.

36. (previously presented) The global service management system of claim 32 wherein the message receiving means comprises:

means for receiving messages from the Internet.

37. (previously presented) The global service management system of claim 32 further comprising:

business object means for processing the message when the message requests system modifications; and

units of work means for communicating with the message receiving means and with one or more business object means for processing the message.

38. (previously presented) The global service management system of claim 37 further comprising:

a first network element manager associated with the first SCP;

a second network element manager associated with the second SCP; and

network element manager means for managing translation of the message processed by the business object means in to the second vendor-specific format.

39. (previously presented) The global service management system of claim 38 wherein the network element manager means comprises:

means for translating messages from a network element manager to a format of the business object means.

40. (previously presented) A data processing method in a telecommunications network, the method comprising:

receiving a request for networking information retrieval at a global service management system which is in communication with service control points (SCPs) of two or more vendors;

determining if the requested network information is stored at the global service management system;

if the requested network information is not stored at the global service management system, determining which SCP stores the requested network information;

providing the requested network information to a network element adaptor; and

at the network element adaptor, translating the requested network information to a vendor-specific format required by the SCP which stores the requested network information.

41. (previously presented) The data processing method of claim 40 further comprising:

receiving a reply from the SCP which stores the requested network information in response to the message; and

reverse translating the reply from the format required by the SCP which stores the requested network information.

42. (previously presented) The data processing method of claim 41 wherein reverse translating the reply comprises:

providing portions of a request message to a reverse translation data base; and receiving reverse translated portions from the reverse translation database.

43. (previously presented) The data processing method of claim 40 wherein translating the requested network information comprises:

providing portions of a request message to a translation data base; and  
receiving translated portions from the translation database.